Experience Cloud Sites and Users

Internal, External and Guest Users in Salesforce

The 5 Experience Cloud License Tiers

External Apps	B2C, Customer Portal, peer-to-peer forums; 1K's or 1M's of users
Partner Community	B2B commerce; Salesforce object access; Partner relationship management, Broker portals, dealer sites
Customer Community	B2C, Customer Portal, peer-to-peer forums; 1K's or 1M's of users
Customer Community Plus	Customer Community + B2B & B2C use cases w/ no sales center; Full sharing, reports & dashboards
Channel Accounts	Same as Partner Community, but packaged differently based on number of partners instead of number of individual users

NOTE

Site users must be associated with an account

Account Types

Person Accounts	A site user
Business Accounts	Represent companies

NOTE

· Person accounts only work with External Apps, Customer Community & Customer Community Plus licenses.
· Many site users can be associated with one business account.

How an Experience Site Lives in an Org Recap

· You purchased community licenses
· Created users using accounts
· You have one or multiple sites in your org
· Associate users as members of a site

NOTE

· The same user can be a member of multiple sites.
· A site can have different users with different license types associated to it.

Create Site User with Person or Business Accounts

Convert the partner's account to a Partner Account → `Enable Partner Account` action in account details screen.

Create a contact in the account → `Enable Partner User` action from a contact record associated with the account.

Convert the contact into a site user → Assign `Partner Community` license and `Partner Community User` profile to the user in the New User screen after the `Enable Partner User` action.

How an Experience Site Lives in an Org Example

· You purchased 10K Customer Community licenses for your support community

· You purchased 500 Partner Community licenses for your reseller site

· You created 1K customer users via accounts and made them members of the support community

· You created 250 partner users via accounts and made them members of the partner reseller site

· You also added those same 250 partner users to the support community so they can support your customers

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